

Re: RealVNC

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg03617.html>

- *From:* "SuperGumby [SBS MVP]" <not@xxxxxxxxxxx>
 - *Date:* Mon, 27 Aug 2007 06:48:47 +1000
-

it may well do _IF_ the support organisation allow their staff to use logmein, the support organisation _may_ however not allow such, really, at this point we don't know, it's a decent suggestion.

"Teneo" <not@xxxxxxxx> wrote in message
news:eupOT1A6HHA.2208@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Lots of ports opening going on and some complexities..

Would logmein, free version solve the issue ? I use VNC behind server firewall for LAN but when have remote or home user I use logmein.com

"SuperGumby [SBS MVP]" <not@xxxxxxxxxxx> wrote in message
news:%23s5GZfr5HHA.3900@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Yes, I wasn't sure you'd mentioned ISA in the list, as indicated in the list I delete most items as they come in, keeping main contributions only, makes the folder I store the list in easier to manage.

I am trying to avoid duplication of effort, of course your thread continues in the list should anyone have anything to contribute and if we cannot solve the question here but are able to shed more light on the problem, from either forum, it should be copied to the other.

Regardless however, ISA monitoring is the key at this point.

"Iakov" <Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:78551DE8-71EA-4092-A888-9730B099E1C9@xxxxxxxxxxxxxxxxxxxx

I posted the identical content to both fora, which mentioned ISA 04. As far as staying with one forum or other, different audiences visit different fora. Microsoft SBS support staff as well as some authors I have read patronize this forum, but not the other, whereas established

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SBS
business
men patronize the other forum, but not here.

"SuperGumby [SBS MVP]" wrote:

Hi Iakov, I've asked in our other forum if
you were using ISA, now see
my
answer is here :-)

as a newsgroupy m'self I'll suggest keep the
discussion here, we'll
update
the other list if we solve it.

Luka has the right of it. Look at ISA
monitoring as you attempt to
start a
session. You may want to create a custom
filter for the monitoring,
just
tracking traffic on 5500/5800/5900. I'm not
sure if just TCP or both
TCP and
UDP.

IF it's only one workstation you are
interested in a quick and dirty
fix
would be not to 'open' but to 'server publish'
the ports to the IP of
the
workstation.

"Iakov"
<Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:533193F5-482E-4159-AFC2-968AEBBE6337@xxxxxxxxxxxxxxxxxxxx

I realized I misread you
after my reply, but your
additional
clarification
helps a lot. I have opened
5800 and 5900 for inbound
TCP on the
server
and

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will test with the vendor at a later date.

Let's see what I can find in ISA log...

"Luka Manojlovic" wrote:

No, it's not like that. If we are talking about RealVNC it goes this way (although settings can be changed): Default listening port for RealVNC server that runs on the machine on which we want to connect using RealVNC client is 5900. Then there is default Java listening port on port 5800 on the client machine that we want to connect to. And then

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"other"party
– not the
client can
run
RealVNC
Viewer in
so
called
listening
mode – that
is used
when client
that we
want to help
and
has
RealVNC
server
installed is
behind the
firewall.
This
RealVNC
viewer
in
listinening
mode is
"listening"
on port
5500.

I suggest
that you
check your
ISA logs to
see what is
happening
when
you
start this
software.
Check ISA
log for
connection
attempts
ISA is
blocking.

Luka

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"Iakov"

<Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in
message

news:FE41D937-CA97-45B9-87DF-5ECF856CA412@xxxxxxxxxx

I
thought
the
RealVNC
regular
client
listened
on
port
5900
and
RealVNC
web-based
Java
client
listened
on
5800
and
so
I
opened
5900
and
5800
for
both
inbound
and
outbound
on
the
Services
page
of
CEICW.
When
those
failed
the
vendor
said
he
was

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using
port
5500.
I
opened
that
too
for
inbound
and
outbound,
and
so
at
one
point
I
had
three
ports
opened
simultaneously,
but
the
result
was
the
same
as
I
indicated
in
my
post
whether
I
tried
to
connect
from
the
SBS
console
or
from
a
user's
desktop.

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I suggest that your vendor uses RealVNC Viewer in listening mode and your client in the network installs RealVNC server.

I don't have any say in what they use. They use their current setup for tens of clients all day, and so I doubt one client's problems is going to

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change
their
procedure.
This
is
exactly
what
happens:

I
visit
their
website
and
click
a
link,
Remote
Support
A
dialog
box
pops
up
to
Run
/
Save
/
Cancel
a
176KB
support.exe
file
After
that's
installed,
a
web
page
lists
all
the
extensions
of
their
help
desk
I
select,
say,

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100,
for
the
person
I
spoke
to
VNC
pops
"Trying
to
connect
to
remote
assistant"

At
that
point
my
session
is
supposed
to
appear
on
their
screen,
and
off
we
go,
but
that
doesn't
happen.
Although
their
computer
waits
for
mine
to
contact
and
give
them
control
of
my
desktop,

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my
client
eventually
changes
to
"WinVNC
is
Listening"
after
about
five
minutes.
And
so
I
guess
they
are
in
server
mode
initially,
and
when
we
fail
to
connect,
my
client
changes
to
server
mode?
Whatever
the
case,
I
had
5500,
5800,
5900
all
opened
at
one
point,
but
still
no
luck.

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"Luka
Manojlovic"
wrote:

That
is
not
correct.
VNC
server
that
runs
on
the
"machine
you
want
to
connect
to"
listens
on
port
5900.

Listener
"VNC
Viewer
in
listening
mode"
listens
on
port
5500.
The
connection
is
established
by
clicking
on
the
VNC
server

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on
the
other
machine
and
"Add
new
client".

I
suggest
that
your
vendor
uses
RealVNC
Viewer
in
listening
mode
and
your
client
in
the
network
installs
RealVNC
server.
After
that
just
right-click
on
the
icon
in
tray
and
do
"Add
new
client"
insert
the
IP
of
your
vendor
and
vendor

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will
se
the
client's
desktop
without
extra
ISA
rules.

This
way
was
"invented"
to
bypass
firewall
setup.

Luka

"Iakov"
<Iakov@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:C7305B0F-0063-49AA-8643-B42723D5D73

A
vendor
wants
to
remotely
train
an
employee
via
VNC.
Two
ports
(VNC-in
and
VNC-out
on
port
5500)
have
been

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opened
via
the
Services
screen
of
CEICW,
but
they
still
can't
access
the
employee's
desktop.

The
employee
installs
a
small
VNC
client
via
the
vendor's
website.
The
client
places
an
icon
in
the
Notification
Area
(system
tray)
and
pops
"Trying
to
connect
to
remote
assistant."
The
vendor's
VNC
is
supposed

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to
gain
access
to
the
employee's
desktop,
but
that
doesn't
happen.
Instead,
the
employee's
client's
popup
changes
from
"Trying
to
connect
to
remote
assistant"
to
"WinVNC
Listening,"
and
then
the
client
terminates
after
about
5
minutes.

Has
anybody
used
RealVNC
successfully
behind
SBS
03
Premium
with
ISA
04?
The
Internet

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feeds
straight
into
the
external
NIC
and
the
employee
connects
to
the
internal
NIC
via
a
switch.
Thank
you.